

THE LISTENING EDGE™

VIRTUAL
1 DAY WORKSHOP
FOR UP TO 12



MANDEL'S PROMISE:

LEARNERS WILL BE **DRAMATICALLY BETTER LISTENERS** IN **JUST ONE DAY.**

Listening is recognized as essential to successful communication. Excellent **listening skills are more vitally important today than ever before.** Unfortunately, listening tends to be the neglected communication skill.

Odds are, listening mistakes and misconceptions create **negative financial consequences** for your business every day. They compromise your urgent need for innovation, team effectiveness, employee engagement, inclusion, improved productivity, customer loyalty, and culture.

As costly as that is, businesses have had to learn to live with the problem. No effective, scalable and economical solution has been available – **until now.**

THE LISTENING EDGE™ workshop addresses the significant realization that no two people pick up the same information when listening, as well as the many challenges this reality creates. **Our clients learn their own unique listening habits and biases, and how to recognize those of others.**

Participants consciously shift their listening and thinking processes (in the moment) to navigate the give and take of even the most challenging conversation to **achieve mutual understanding and feelings of being heard and understood.**

Our one-day workshop is prefaced by our proprietary listening assessment, which earned Mandel recognition as a **2020 Training Industry Watch List Company for Assessments and Evaluations.**

World class training with real results.

The assessment and workshop's state-of-the-art design delivers scalable listening skill development and demonstrable, real-world results:

- **POWERFUL ENGAGEMENT AND RELATIONSHIPS**
 - Nurture a culture of trust and inclusion
 - Foster an environment of authentic empathy
 - Inspire more effective conflict resolution
- **HIGH QUALITY INFORMATION AND INSIGHTS**
 - Reveal the power of **COGNITIVE DIVERSITY**¹
 - Improve collaboration across organization
 - Deploy different modes of thinking

¹**COGNITIVE DIVERSITY:** The inclusion of people from different backgrounds who have different ways of thinking, different viewpoints, and different skillsets.

WHY WE NEED LISTENING INTELLIGENCE

Listening is a brain-based or cognitive activity, and no two brains are the same. Different people hear things in their own particular way. That is why ten highly competent people can leave a meeting with widely varying impressions and remembrances of what they just heard.

Listening Intelligence is an individual's ability to:

- **Understand** their own listening habits and biases
- **Recognize** the listening habits of others
- **Adapt** their communication to achieve a constructive outcome

THE SKILLS

1. UNDERSTAND the science of listening

- Recognize what causes listeners to grow impatient, interrupt, or tune-out
- Explore how listening habits jeopardize collaboration and innovation

2. IDENTIFY their own biases and habits

- Examine their own listening filters, preferences, and habits
- Consider how their listening habits impact how others perceive them

3. ENGAGE with the needs of others

- Understand how different listening habits can be misinterpreted
- Observe unique listening tendencies by industry and job function

4. ADJUST their listening lens

- Create a powerful listening plan for high stakes communication situations
- Identify and remove obstacles that get in the way of effective communication

5. NAVIGATE toward a constructive outcome

- Return to work with the agility to adjust their listening lens in any circumstance
- Transform corporate culture to one with the vitality of Listening Intelligence



SMALL GROUPS



LIVE VIRTUAL

FLEXIBLE DELIVERY OPTIONS

THE DETAILS

SPECIFICATIONS

- 1-day virtual workshop for up to 12 (4.5 hours per participant day)
 - **Readiness lab and assessment (30 MIN)**
 - **Instructor-Led Workshop (2.5 HRS)**
 - **Skill Practice Labs (90 MIN)**
 - Small group A of 4 learners (90 MIN)
 - Small group B of 4 learners (90 MIN)
 - Small group C of 4 learners (90 MIN)

REINFORCEMENT & MEASUREMENT

- Game-changing assessment and **personal listening profile** for every participant
- Easy-to-use tools deliver immediate application and make training stick